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SHARED APPLICATION HOSTING – OPEN SOURCE

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Product Manager: Darrus McBride
    Phone: 801-538-3539
    E-mail: darrus@utah.gov

Shared Application Hosting provides resources in a shared hosting environment for Java or PHP applications. The customer is assigned a unique account on the server and shares server resources with other users. The operating system and server resources are licensed and maintained by the Division of Enterprise Technology (DET) on behalf of the customer. Each customer account may have variations of DET-supported software configured to meet the specific demands of the application to be hosted.

There are two distinct server environments built on the Linux operating system:

1. Supporting Java applications using the Apache Web server and the Tomcat application server and

2. Supporting PHP-based applications (PHP is an HTML scripting language).

Each environment contains a unique instance of the Apache Web server and the MySQL database. If the customer uses a database other than MySQL, a connection can be made to an external database.

For each production account a corresponding Acceptance Testing (AT) account must exist. Multiple applications may be run from the same account only if the following conditions exist:
1. The resources allocated to each account are not exceeded
2. All applications are billed to the same ELCID
3. None of the applications require SSL services (applications requiring SSL must reside in their own account)

When any account exceeds 90% of the allowed resources for a sustained two hour duration an alert will be generated for our Administrators. In such instances the customer will be notified and will either be required to reduce their resource usage, split applications into more than one account, or pay the cost of another account to double the allotted resources. This will help ensure reliability and stability for the applications.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Disk Space	5 GB of disk space is included. Before the disk quota is reached, the customer will receive an e-mail warning that disk space must be freed up or order additional disk space within 7 days. If space is not freed up and the limit is reached the application will fail.
Memory Resources	128MB of memory is allocated to each account. Several small applications can run in each account. If more memory resources are required they can be purchased in increments of 128MB by subscribing to additional accounts.
Authentication and Authorization	Optional authentication and authorization support is available through SiteMinder, AppProfile, and UMD. The application owner is responsible for granting and maintaining access to authorized users.
Secure Site Access	Samba is used to access your home and log directories for Apache and Tomcat.
Web Server Analysis	Webalizer is available for analysis by accessing the site: http://domain.utah.gov/stats. Webalizer may only be used for the root domain. More in-depth analysis is available for an additional fee.
Scripting	CGI and PERL are enabled by default and your scripts can be placed in the CGI-bin folder. CRON scripting is also supported. Submit requests via the DET Help Desk.
Log Viewer	You can view logs using Logpanel by accessing the site: http://domain.utah.gov/logpanel.
24/7 Environment Support	Systems are monitored for power, network connectivity, environmental consistency, and supported by DTS personnel 24x7. Problems can be reported by contacting the DET Help Desk. Application support is the responsibility of the customer.
PHP MySQL Administration	PHP instances have *PHPmyAdmin* installed by default. To access *PHPmyAdmin*, enter the following URL: http://domain.utah.gov/tools/phpmyadmin.
Java MySQL Administration	Your MySQL instance will have an admin account called "DBA". Your access information will be sent to you via e-mail.
Firewall	A hardware firewall is installed between the State intranet and the Internet.
DNS Services	DNS services are free and are provided by DTS at http://registrar.utah.gov.
Backup	Incremental backups are run each night for the entire server. If you have storage on the SAN, you must order SAN backup separately.
Environment Patching	LAMP (Linux OS, Apache, MySQL and PHP) environment will be maintained and patched by DET System Administrators.
Linux Printing	Printing is supported using CUPS-LPD (Common UNIX Printing System - Linux Printer Daemon). This allows printing to any remote printer supported by common Unix printing service. Submit requests via the DET Help Desk.
Configuration Changes	Configuration changes or modifications to standard deployments (Tomcat, PHP, Apache, etc.) must be requested on the deployment request.
Assistance and Troubleshooting	Assistance for non-standard deployments and application troubleshooting is available at the prevailing rate for DTS Consulting. Database consulting is

	available at the Database Hosting Consulting rate.
Application Updates (Deployments)	Customers must follow the standard deployment request process for deployment of application updates, whether introducing a new version or fixing a bug. Nine (9) application deployments are allowed within each calendar month. Should more be required, customer will pay for system administrator time (see DTS Consulting Charge below) to make the deployments. • Link to Application Deployment form • Link to Java Deployment packaging information • Link to PHP Deployment packaging information

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Secure Access	FTP, SFPT, and Shell access are not supported (see Secure Site Access).
Microsoft Extensions	FrontPage Extensions are not supported.
Application Support	Application troubleshooting is the responsibility of the customer.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Hosting services – Production Hosting services – AT Custom SSL Certificate (optional) Open Systems Storage above allotted 5GB	$59.00/account $59.00/account $10.00/cert $.00052/MB
One-time Charges	Setup	No Charge
Optional Services	DTS Consulting Charge (as needed) Database Hosting Consulting (as needed) Backup beyond allotted 5GB storage	$ 75.00/hour $ 70.00/hour $.00052/MB/month

ORDERING AND PROVISIONING

An order form is available on the **its.utah.gov** web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Shared Application Hosting – Open Source**. If you need further assistance, please contact your Customer Relationship Manager.

To stop service (Decommission) once the service is operational, return to the above order form used to begin the service. In the *Action* drop down box select "End Service". Enter the name of the application, the URL and/or the IP address so there is no question which service will be discontinued. Enter the ELCID currently being billed. After a 15 day waiting period when the service has been disabled, the service will be stopped along with the billing. The waiting period is to ensure no users are dependent upon the service.

DTS/DET RESPONSIBILITIES

Provide the secure physical facility and all environmental controls for the server and disk array.

Monitor and maintain the integrity of the network.

Install and maintain the server hardware.

Install and maintain the Linux operating system.

Install and maintain the Apache web server.

Install and maintain the Tomcat application server.

Install and maintain MySQL software (this does not include database administration).

Provide the tools to be used by each customer to develop their own instance of MySQL.

Provide and install base server software and hardware as necessary.

Coordinate scheduled downtime with customers through the DET Change Management process.

Backup the system and source code/applications nightly. The customer is responsible for backup costs for data exceeding 5GB.

Provide Siteminder WebAgent.

DTS/AGENCY RESPONSIBILITIES

Develop and maintain the customer's database schema and the integrity of the data for each instance of MySQL.

Develop and maintain all application software running in customer's server instance. Customer must develop and test software in a development and acceptance testing environment before deploying to production. Development can be done on the customer's hardware.

Do not use the production server for development or testing.

Provide customer support services to the end-users of the application.

Perform all pre-production requirements required by application including startup scripts, development, and acceptance testing prior to production deployment.

Troubleshoot all problems originating with the application and/or database connectivity. DET system administrators are available for assistance, but the time they spend will be billed to the agency.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all

reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied